Program for Transportation of the Mobility Disadvantaged in Rural Manitoba

Annual Report

1988

Manitoba
Highways and
Transportation

Honourable
Albert Driedger
Minister

90-02933/

PROGRAM FOR TRANSPORTATION OF THE MOBILITY DISADVANTAGED IN RURAL MANITOBA

1988

ANNUAL REPORT

INTRODUCTION

The provincial Program for Transportation of the Mobility Disadvantaged in Rural Manitoba provides the following grants to municipal governments which have developed a program to provide a special transportation service:

1. Start-up grants of $6,000 to help establish a new service and to defray initial operating expenses.

2. Capital grants based on 50% of capital costs to a maximum of $10,000. These are not available for the replacement of an asset for which a capital grant has previously been made.

3. Operating grants to a maximum of $20,000 annually, with the province contributing 37½% of the gross operating expenses.

TYPES OF SERVICE

The Program Guidelines were purposely made flexible so as to allow each community the freedom to develop its own handivan service. The basic philosophy of the program is that the community knows better than anyone else what its needs are. The community also knows better than anyone else what its resources are, therefore it is the community who is best

able to put together a handivan service to meet its needs at the lowest possible cost. Officials from Manitoba Highways and Transportation will provide advice and assistance to any community considering a service, but the final decision to sponsor a service rests with community.

Thirty-three communities operated handivans in 1988, and each has a different method of operation. However, there are three basic methods of operation: volunteer drivers and dispatchers, a mixture of paid and volunteer drivers and volunteer dispatchers, and completely paid drivers and dispatchers.

In general, communities starting out will tend to use volunteer drivers and dispatchers, particularly when the demand for the service is moderate and many volunteers are available. The handivan is usually dispatched out of a local medical facility or seniors' centre.

Communities with higher demand use a combination of volunteer and paid drivers. Communities may pay their drivers per trip, while on call, for time driving, or for the full day. Volunteer drivers will then drive during the evenings and weekends. Dispatching and administrative duties are usually handled by volunteers.

For communities with heavy demand, the drivers and dispatcher are either employed by the handivan service, operate under contract, or are employees of an existing transport service. Handivan committee members handle administrative duties.

A STUDY OF USER NEEDS AND BENEFITS

During the summer of 1988, Manitoba Highways and Transportation undertook a survey of handivan users and potential users. The purpose of the study was to determine if user needs were being met and to ascertain whether the benefits to the communities and the Province outweighed the costs of providing handivan services. The communities included in the study were Brokenhead (Beausejour), Boissevain, Gimli, Neepawa, Souris, Winkler and Winnipegosis. Continuing care coordinators, handivan administrators and drivers and heads of municipal governments were also surveyed. The resulting report, entitled "A Study of User Needs and Benefits", identified the costs and benefits of handivan services.

From the survey, general descriptions of users and potential users were obtained.

Seventy-five percent of the users are female and 79% are over the age of 65. Sixty-five percent live alone. About half of the users have an income of less than $8,000, while only 20% have an annual income greater than $12,000. The majority of users have some sort of physical or mental impairment, with 50% of them using a mobility aid (cane, walker, wheelchair, etc.).

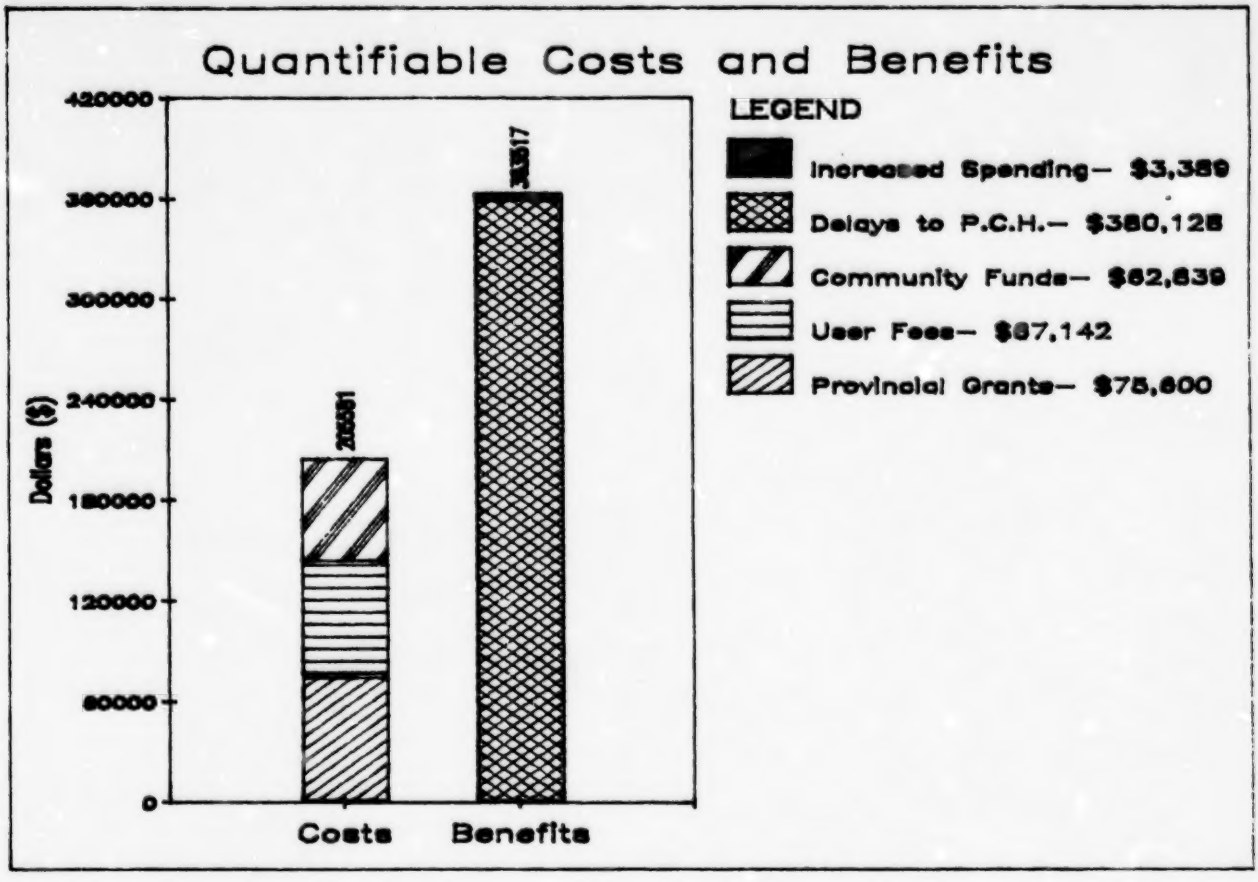
Potential users, those eligible to use their community's handivan but choose not to, are evenly split between males and females. Potential users are slightly older than users, retired and living with a spouse or relative in a single family home. Only about half of the potential users have some sort of impairment with 21% of them requiring a mobility aid. Their average annual family income is $15,915.

It was found that the majority of benefits attributed to the handivans could not have dollar values assigned to them.

The study found that the greatest benefit of the handivan was the sense of independence users had in attending activities of their choice. These included work, school, adult day care, social and recreational events, shopping and personal business. Ready access to these activities reduces social isolation, improves health care and increases a person's feeling of self worth and independence.

Benefits were also found to accrue to people other than users. There are possible improvements to road safety when users choose to use the handivan instead of driving themselves. It was found that 25% of users no longer drive themselves at night, in bad weather or during winter. Family and friends of users have more freedom and peace of mind knowing that the ones close to them can travel safely and independently with the handivan.

Dollar values could be assigned to delays in admission to personal care homes and increased consumer spending. Twenty-three users reported that they would likely be in a personal care home if it were not for their community's handivan. This resulted in a savings of $360,128 to the government. By allowing users to be out and about, consumer spending was found to increase by $3,389. The study concluded that the handivans are more than compensating for their costs to the communities and the Province. On the following page is a graph illustrating the comparison of quantifiable costs and benefits.



OPERATORS' CONFERENCE

The 7th Annual Operators' Conference was held at the Morden Recreation Centre on January 31, 1989. For the second year in a row the conference was plagued by very poor weather. The blizzard conditions prevented many from attending. Thanks to all who, through luck and determination, were able to attend.

Mayor Max Friesen welcomed delegates to Morden and described the history of the Morden handivan service. Highways and Transportation Minister, the Honourable Albert Driedger, described the Program's accomplishments over the past year. He also released the user needs and benefits study, which was discussed.

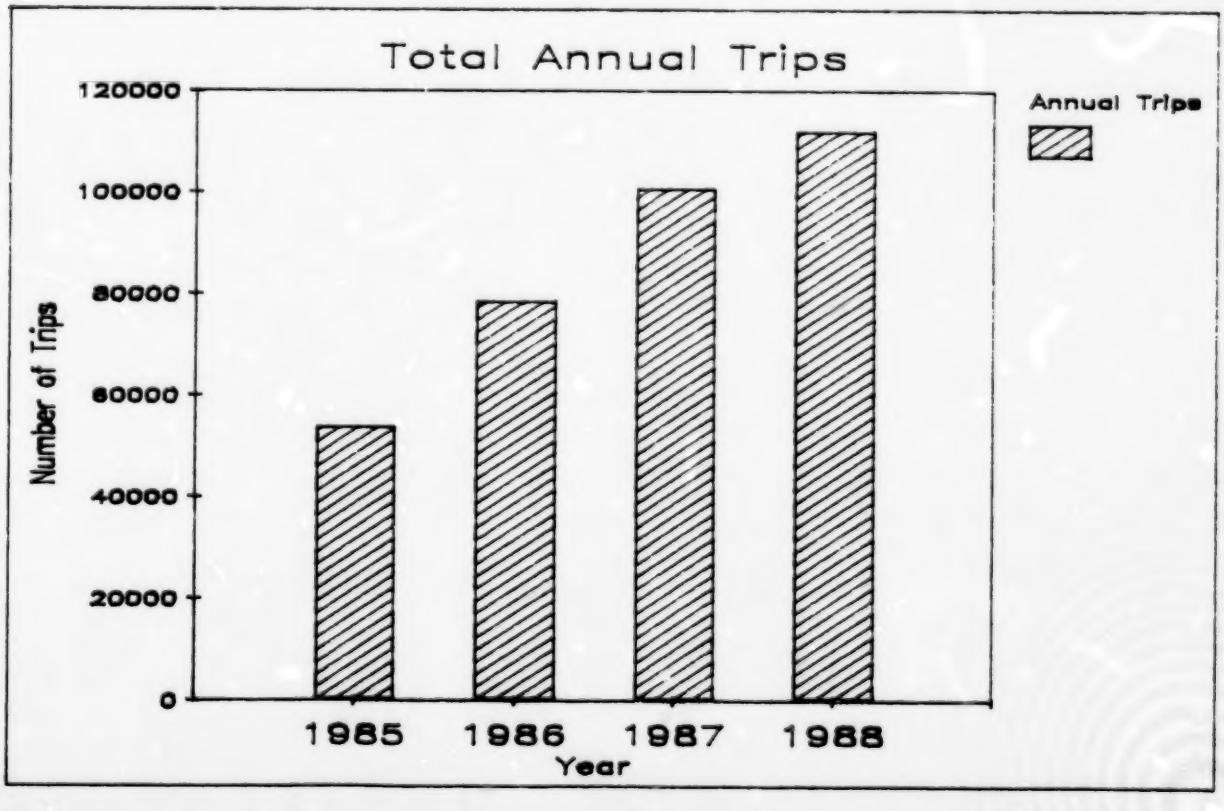
Community delegates described their operations, problems and solutions. The main concerns were the costs of licencing and insurance, vehicle quality and requirements, lifts, drivers and restraint systems.

Wes Graham, Director of the Transportation Programs Branch, reported that his branch is trying to work with Autopac, the Division of Driver and Vehicle Licencing and the Motor Transport Board to seek ways of lowering insurance and licencing costs.

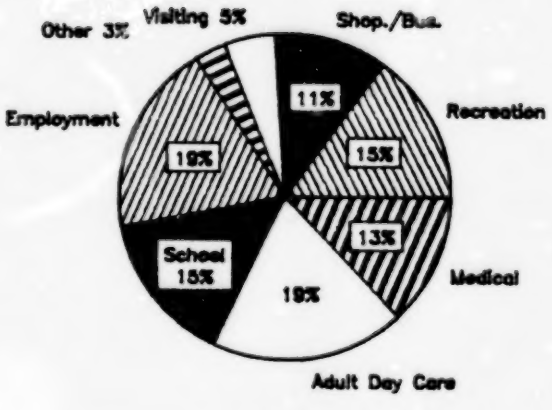
Pat Hallett, Director of the Federal Transportation of Disabled Persons Program, provided a national perspective. He said a prototype wheelchair securement system will be demonstrated in Ottawa with the objective being a universal securement system across Canada on all public transportation.

OPERATING DATA

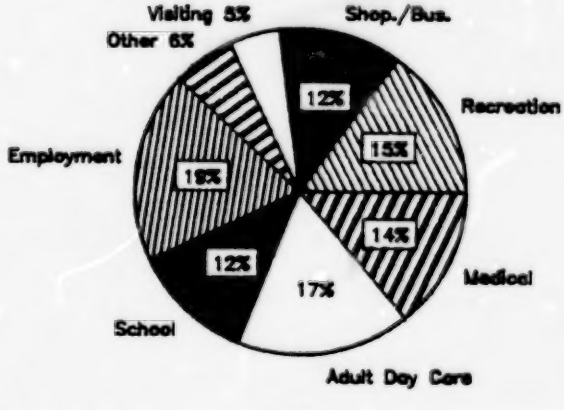
The number of trips provided by communities operating under the Program for Transportation of the Mobility Disadvantaged in Rural Manitoba increased by 11.1% to 112,339 one-way trips. The operating data of each community is tabulated on Table 1. The following graph indicates the steady increase in the number of handivan trips since 1985.



Program Trip Purposes: Specific Breakdown



1987



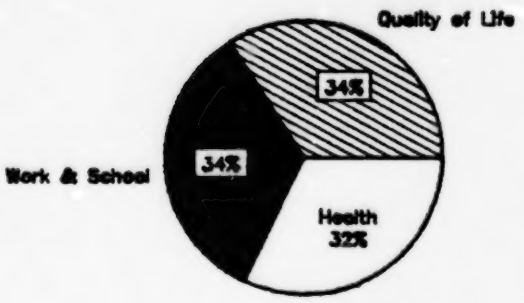
1988

Trip purposes reflect each community's specific needs. For example, employment accounts for 68% of all trips in Stonewall, school for 79% in Thompson, medical appointments for 40% in Neepawa, recreational trips account for 78% in Glenboro, and adult day care for 88% in Souris.

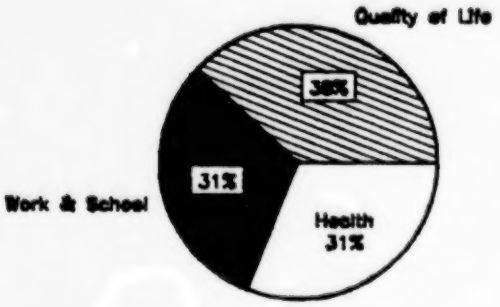
In general, trip purposes can be broken down to three main categories:

1) employment and school;
2) health - adult day care and medical; and
3) quality of life - recreation, shopping, business, visiting and other.

Program Trip Purposes: General Breakdown

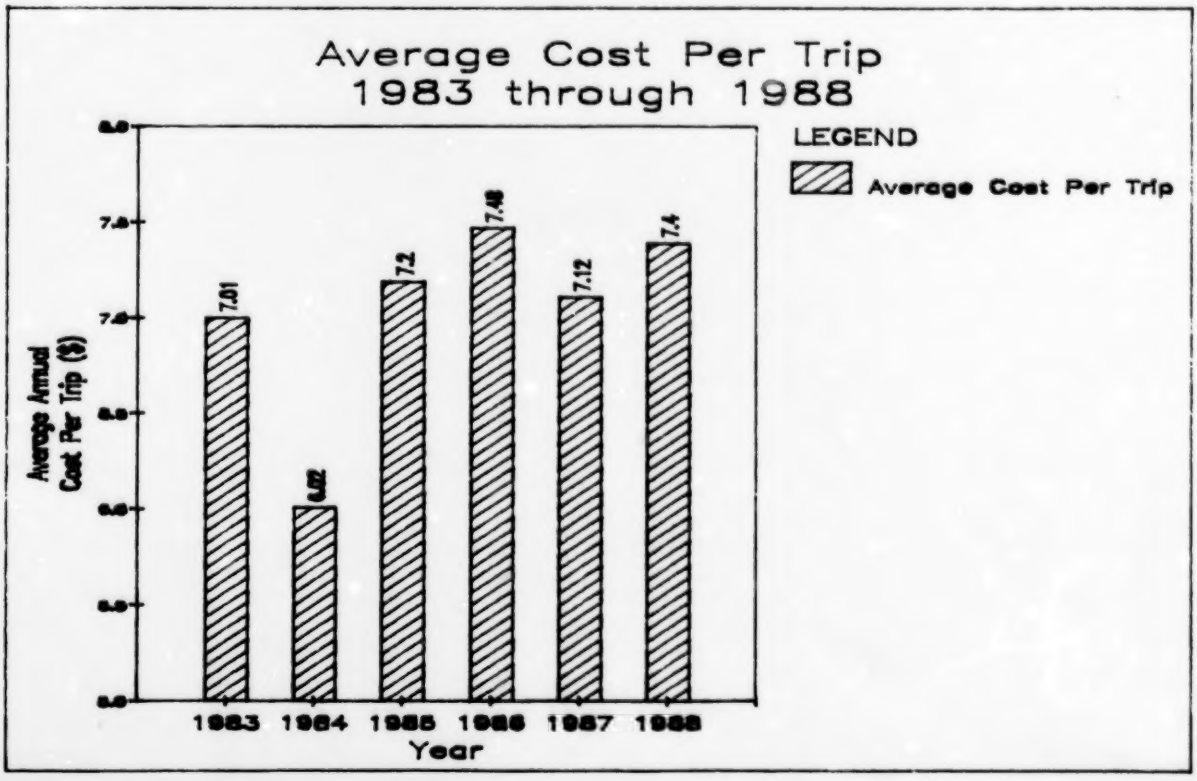


1987



1988

In 1988 the average cost per trip for the communities under the Program was $7.40. This 3.9% increase over 1987 was due to general price increases and significant increases in licencing and insurance costs.



The average cost per trip varies considerably - from a low of $2.41 in Souris to a high of $109.58 in Swan River. A high cost per trip is usual for a community in the first year of operation. During the early years of a handivan's operation, the majority of the costs are for depreciation, and the number of trips are low.

Experience has demonstrated that there is a three to four year start-up period for each community. At the beginning of this period the number of trips is relatively low. As people become more aware of their community's handivan, it is used for a wider variety of trip purposes such as outings to parks, football and hockey games, bingo, theatre performances and summer and winter festivals. People who think that they are not eligible to use their community's handivan because "it's only for people in wheelchairs" or for "the old folks who live in the home", learn that they are eligible, and begin to use the handivan. Total demand has often exceeded organizers' expectations. Eventually what happens is that demand rises faster than costs and the average cost per trip declines.

Communities are free to set their own fare structure. Most communities charged between $1 and $2 for a one-way trip in town. Table 2 lists the fare structure for each community operating in 1988.

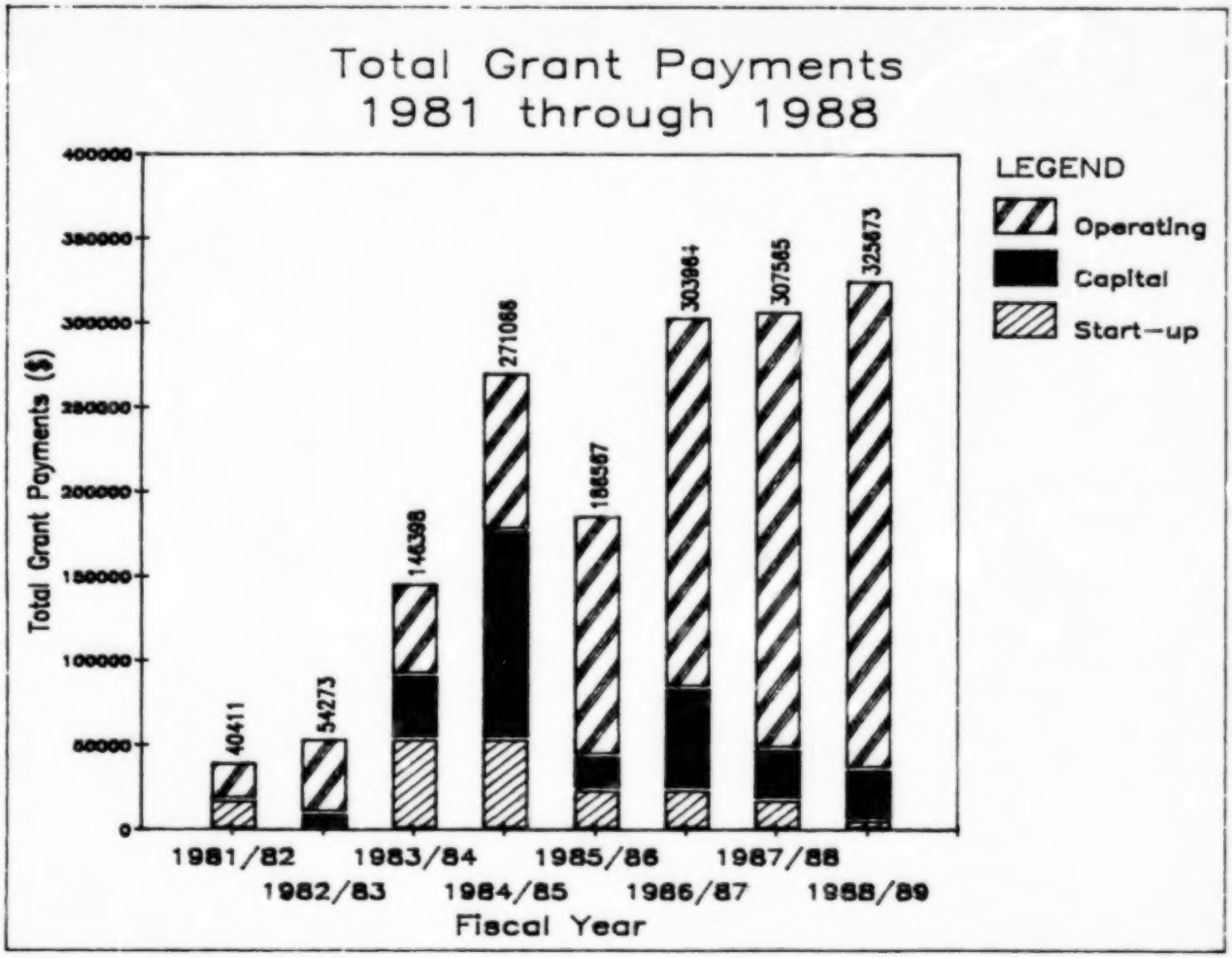
GRANT PAYMENTS - 1988/89

Total grants paid by Manitoba Highways and Transportation increased by 5.9% to $325,673 in fiscal year 1988/89. The grants paid were:

1) One Start-up grant for $6,000;
2) Three Capital grants totalling $30,000; and
3) Thirty-two Operating grants totalling $289,673.

The Start-up grant was paid to the town of Melita. Of the three capital grants, Selkirk and Stonewall each received a grant for a second vehicle because of the high demand in those communities. Operating grants

increased by 11.6% in 1988. The increase in operating grants was due to increased costs, an overall increase in the number of trips for the program and three communities, Killarney, Portage la Prairie and Swan River, beginning handivan services. Table 3 lists the type and amount of grant payments paid to the sponsoring municipal governments.



LOOKING AHEAD

Demand for handivan services has continued to grow. The continued operation and expansion of handivan services could not have been achieved without the dedication and hard work of community spirited individuals and volunteers. It is expected that the success of the program will increase and, thanks to many dedicated individuals, the quality of life for those who are mobility disadvantaged will continue to improve.

For further information, or a copy of the Program Guidelines, contact:

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EG/AB/CLD:88-AN-REP

TABLE 1

PROGRAM FOR THE TRANSPORTATION OF THE MOBILITY DISADVANTAGED IN RURAL MANITOBA
1988 OPERATING DATA

COMMUNITY	No. of Trips by Trip Purpose								Total No. of Trips	Kms. Trav.	Avg. Trip Dist. Km.	Gross Operating Expenses $	User Fees Collected $	Cost Per Km. $	1988 Cost Per Trip $	1987 Cost Per Trip $	1986 Cost Per Trip $
	Employ-ment	School	Medical	Day Care	Shop. Bus.	Visiting	Recreation	Other									
Argyle (Baldur)			88	655	12	48	622	7	1432	6510	4.5	11949	2108	1.84	8.34	9.77	8.97
Beausejour	1301		166	2590	469	10	146	90	4772	29512	6.2	25893	12973	0.88	5.43	4.89	13.03
Boissevain	32	77	672		1078	567	1389	1496	5311	18356	3.5	15774	5647	0.86	2.97	2.97	3.72
Carberry			196	4	52	24	338	32	646	6250	9.7	13870	2493	2.22	21.47	53.38	44.46
Carman	226		965	402	1875	489	727	390	5074	17023	3.4	25330	9027	1.49	4.99	6.46	
Dauphin			1141	859	984	571	893	307	4755	19862	4.2	44945	13792	2.26	9.45	9.94	13.88
Deloraine			277	493	891	357	896	44	2958	15488	5.2	17744	5009	1.15	6.00	8.63	7.33
Emerson	2	4	92		34	24	84		240	6544	27.3	9880	1837	1.51	41.17	43.60	54.31
Gimli	5868		814	3420	1687	173	3209		15171	52458	3.5	58713	21458	1.12	3.87	4.04	3.86
Glenboro			64		76		508		648	4679	7.2	13967	1165	2.99	21.55	17.86	15.01
Hamiota			8	53	92		83		236	4811	20.4	6022	1495	1.25	25.52	16.92	22.22
Hanover(Grunthal)			36		24	40	170	10	280	5300	18.9	9412	1955	1.78	33.61	58.26	
Hartney			6	670	2	5	146		829	9128	11.0	11263	4171	1.23	13.59	15.36	15.18
Killarney***			58			81	256		395	1721	4.36	10272	790	5.97	26.00		
Lac du Bonnet			41	1134	364	72	218	7	1836	8125	4.4	11275	3909	1.39	6.14	4.62	4.66
Melita*																	
Minitonas			149		106	41	684	5	985	2861	2.9	16803	1177	5.87	17.06	16.68	145.16
Minnedosa			99	372	15	80			566	4036	7.1	4763	2678	1.18	8.42	16.64	22.80
Morden	257		1305	2548			1030		5140	32885	6.4	32989	13132	1.00	6.42	5.95	6.66
Neepawa	8	556	1675	351	482	404	750	2	4228	18521	4.4	44606	11462	2.41	10.55	9.05	9.45
Pilot Mound			265	383	387	90	240	183	1548	9531	6.2	15948	2076	1.67	10.30	11.79	26.68
Portage***		122	556					1938	2616	10226	3.91	29546	6413	2.89	11.29		
Roblin**		18	57		40	17		30	162	N/A	N/A	N/A	N/A	N/A	N/A		
St. Pierre-Jolys		6	140	22	30	6			204	4785	23.5	7855	1698	1.64	38.50	25.89	32.60
Selkirk	4523		1426	1018	2478	569	1087	748	11849	38091	3.2	76387	19165	2.00	6.45	4.84	4.79
Souris			95	4008			448		4551	9102	2.0	10962	4551	1.20	2.41	2.45	2.94
Steinbach		3176	235		127	172	190	73	3973	19780	5.0	27111	12657	1.37	6.82	8.64	13.53
Stonewall	3828		609	33	532	59	360	209	5630	41923	7.4	55906	13715	1.33	9.93	9.09	10.80
Stuartburn (Vita)			55	133		46	3		237	2940	12.4	13682	1756	4.65	57.73	51.25	58.91
Swan River ***			77		15	19	1	6	118	2519	21.3	12931	1334	5.13	109.58		
The Pas		3320	1942	284	1005	55	818	192	7616	28294	3.7	65716	21989	2.32	8.63	7.49	5.64
Thompson	735	5779	72	72	66	94	183	307	7308	23903	3.3	68454	28858	2.86	9.37	7.14	6.80
Winkler	2815	347	2103		697	438	505	125	7030	24950	3.5	44466	16547	1.78	6.33	7.53	6.56
Winnipegosis	1189		268		271	862	920	485	3995	8620	2.2	16538	5690	1.92	4.14	7.09	59.39
TOTAL	20784	13405	15752	19504	13891	5413	16904	6686	112339	488734	-	830972	252727	-	-	-	-
Averages	650	419	492	610	434	169	528	209	3511	15273	4.4	25968	7898	1.70	7.40	7.12	7.48

*VEHICLE NOT IN OPERATION DURING 1988.
**VEHICLE IN OPERATION FOR ONE MONTH ONLY.
***VEHICLE IN OPERATION FOR PART OF 1988.

EG/AB:1988-OP

TABLE 2

HANDIVAN FARES
AS AT MARCH 1, 1989

		1989 HANDIVAN FARES				
COMMUNITY	ONE WAY TRIP IN TOWN 1988	ONE WAY TRIP IN TOWN	ONE WAY TRIP OUT OF TOWN	RETURN TRIP IN TOWN	RETURN TRIP OUT OF TOWN	NO. OF PERSON TRIPS IN 1988
ARGYLE (BALDUR)	0.75	0.75	0.75 + .15/km	1.50	1.50 + .15/km	1,432
BOISSEVAIN	1.00	1.00	1.00 + .24/mi + 4/hr wait	2.00	2.00 + .24/ mi. + 4/hr wait	5,311
BROKENHEAD (BEAUSEJOUR)	2.00	2.00	2.00 + .25/km	4.00	4.00 + .25/km	3,477
CARBERRY	2.00	1.50	5.00 + .25/km	3.00	8.00 + .25/km	646
CARMAN	1.50	1.50	1.50 + .27/km	3.00	3.00 + .27/km	5,074
DAUPHIN	2.50	3.00	3.00 + .25/km	6.00	6.00 + .25/km	4,755
DELORAINE	1.00	1.00	1.00 + .15/km	2.00	2.00 + .15/km	2,958
EMERSON	1.50	1.50	.20/km	3.00	.20/km	240
GIMLI	1.00	1.00	1.50	2.00	3.00	15,171
GLENBORO	0.75	0.75	0.75 + .15/km	1.50	1.50 + .15/km	648
HAMIOTA	1.00	1.00	1.00 + .17/km	2.00	.17/km	236
HANOVER (GRUNTHAL)	1.00	FREE	1.00/mi	FREE	1.00/mi	280
HARTNEY	1.00	1.00	1.00 + .35/km	2.00	1.00 + .35/km	829
KILLARNEY	N/A	2.00	18.00/hr	4.00	18.00/hr + 12.00/hr waiting	395
LAC DU BONNET	1.25	1.25	2.50 up to 5/km, 6.25 if over 5/km	2.50	5.00, 12.50 if over 10/km	1,836

		1989 HANDIVAN FARES				
COMMUNITY	ONE WAY TRIP IN TOWN 1988	ONE WAY TRIP IN TOWN	ONE WAY TRIP OUT OF TOWN	RETURN TRIP IN TOWN	RETURN TRIP OUT OF TOWN	NO. OF PERSON TRIPS IN 1988
MINITONAS*	2.00	2.00	6.00 to Swan River	4.00	12.00 to Swan River	985
MINNEDOSA	2.00	2.00	2.00 + .22/km	4.00	4.00 + .25/km	566
MORDEN	2.00	2.00	2.00 + .25/km	4.00	4.00 + .25/km	5,140
NEEPAWA	2.00	2.25	2.75 + .25/km	4.50	2.25 + .25/km	4,228
PILOT MOUND	1.00	1.00	1.00 + .50/km	2.00	1.00 + .50/km	1,548
PORTAGE	N/A	2.00	2.00 + 22/km	4.00	4.00 + 22/km .22/km	2,616
ROBLIN	N/A	1.00	1.00 + 22/km	2.00	2.00 + 22/km	30
ST. PIERRE	1.50	1.50	1.50 + .32/km	3.00	1.50 + .32/km	204
SELKIRK	1.50	1.50	2.00	3.00	4.00	11,849
SOURIS	1.00	1.00	1.00 + .35/km	2.00	1.00 + .35/km	4,551
STEINBACH	3.00	3.00	3.00 + .25/km	6.00	6.00 + .25/km	3,973
STONEWALL	1.75	1.75	7.00 max. to Winnipeg	3.50	14.00 max. return from Winnipeg	5,630
STUARTBURN (VITA)	0.75	1.50	1.50 + .30/km + 5.00/hr waiting	3.00	1.50 + .30/km 5.00/hr waiting	237
SWAN RIVER	N/A	4.00	6.00 + .75km	8.00	6.00 + .75/km	118
THE PAS	1.75	2.25	4.00	4.50	8.00	7,616
THOMPSON	3.00	4.00	20.00 to the airport	8.00	20.00 to the airport	7,308
WINKLER	2.00	2.50	2.50 + .25/km	5.00	2.50 + .25/km	7,030
WINNIPEGOSIS	1.00	1.50	.30/km	3.00	.30/km	3,995

*Seniors pay half fare.

TABLE 3
GRANTS PAID IN 1988/89 FISCAL YEAR FOR THE PROGRAM FOR TRANSPORTATION OF THE MOBILITY DISADVANTAGED IN RURAL MANITOBA
GRANT PAYMENTS 1988/89

COMMUNITY	START-UP	CAPITAL	OPERATING	TOTAL
Argyle (Baldur)			4,481	4,481
Boissevain			5,915	5,915
Brokenhead (Beausejour)			9,710	9,710
Carberry			5,201	5,201
Carman			9,499	9,499
Dauphin			16,854	16,854
Deloraine			6,654	6,654
Emerson			3,705	3,705
Gimli			20,000	20,000
Glenboro			5,238	5,238
Hamiota			2,258	2,258
Hanover			3,529	3,529
Hartney			4,224	4,224
Killarney			3,852	3,852
Lac du Bonnet			4,228	4,228
Melita	6,000			6,000
Minitonas			6,301	6,301
Minnedosa			1,786	1,786
Morden			12,371	12,371
Neepawa			16,727	16,727
Pilot Mound			5,980	5,980
Portage la Prairie			11,080	11,080
Roblin		10,000		10,000
St. Pierre-Jolys			2,945	2,945
Selkirk		10,000	20,000	30,000
Souris			4,111	4,111
Steinbach			10,167	10,167
Stonewall		10,000	20,000	30,000
Stuartburn (Vita)			5,131	5,131
Swan River			4,849	4,849
The Pas			20,000	20,000
Thompson			20,000	20,000
Winkler			16,675	16,675
Winnipegosis			6,202	6,202
TOTALS	**6,000**	**30,000**	**289,673**	**325,673**

EG/CLD:EGT-GRAN